

MEMORANDUM

TO: Vermont Adult Performance Indicator Project Advisory Group

FROM: John Pandiani
Andrew Zovistoski

DATE: June 25, 1997

RE: Receiving Only One Service Event

The attached pages describe the results of our analysis of variation among mental health programs in Vermont in the proportion of people served in a year who had only one mental health contact. This measure is related to the MHSIP Report Card concern that, "enrollees have access to a primary mental health provider who meets their needs in terms of ethnicity, language, culture, gender, age and disability." This is an indirect measure of a potential problem in this area. The assumption is that people who find services to be incompatible with their ethnicity, language, culture, gender, age or disability needs will be less likely to come back.

We look forward to your comments on the quality of the data, the appropriateness of the analysis, and the effectiveness of the presentation of these data, as well as your interpretation of the results.

Access to Mental Health Services
Part X
Receiving Only One Service Event

Question: Does the proportion of clients who receive only one service during the year vary among community mental health providers? (This question is MHSIP Report Card Access Indicator #10.)

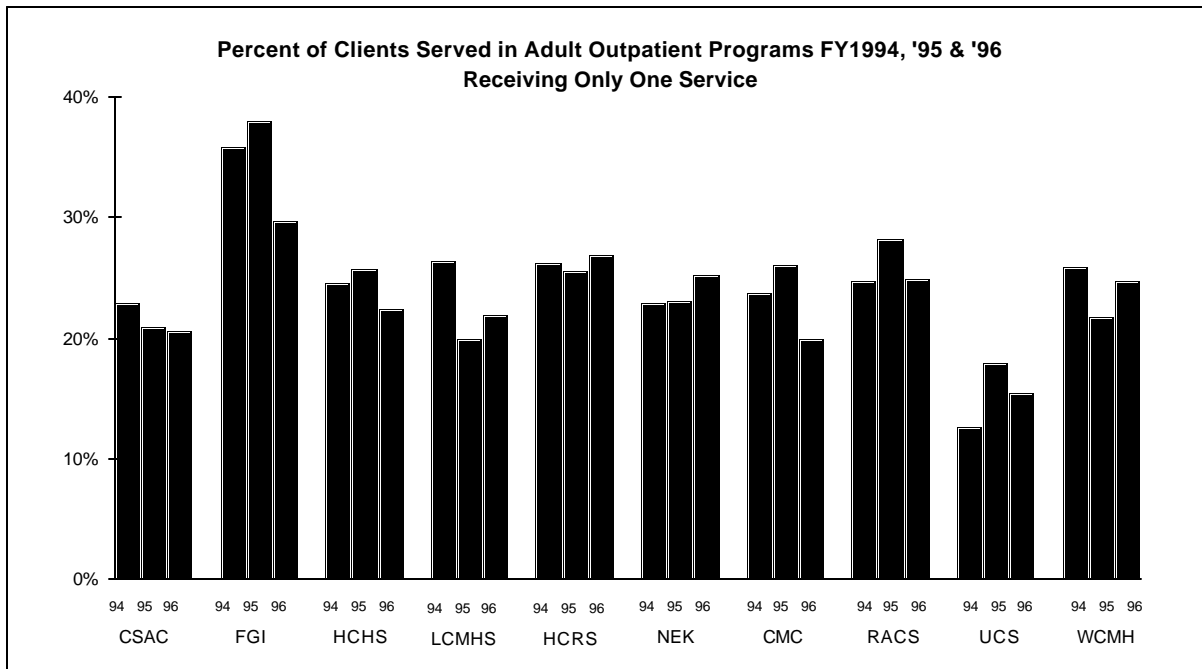
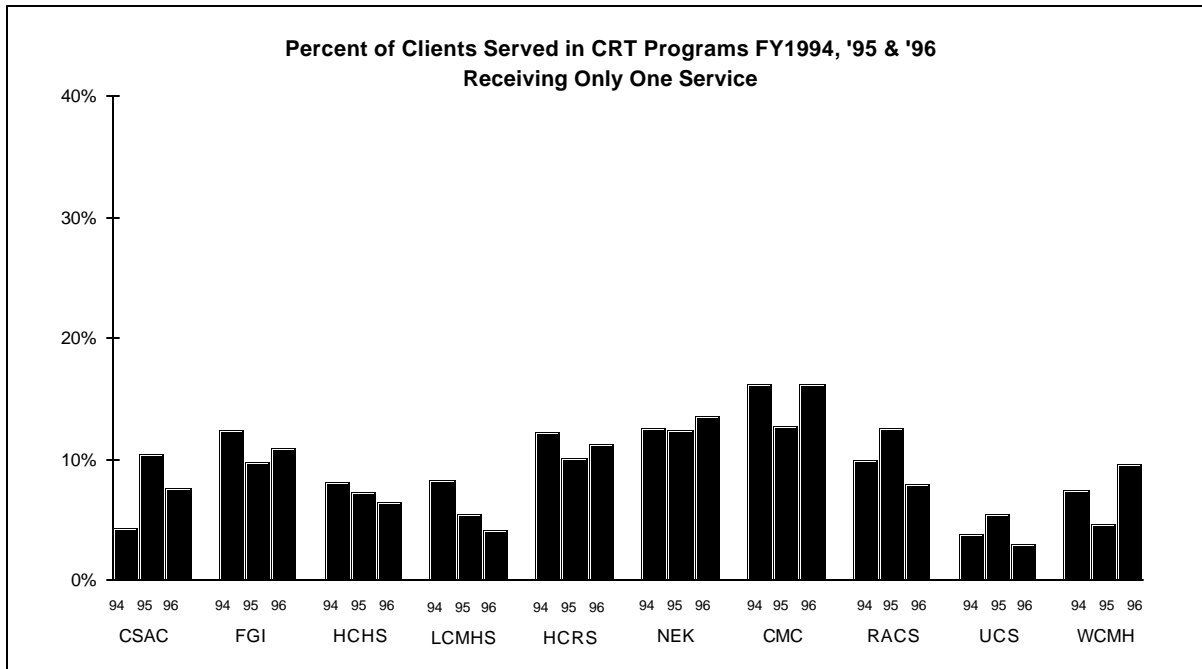
Data: Information on the number of people receiving only one service from CRT and Adult Mental Health Outpatient programs in Vermont was obtained from FY1994-1996 Quarterly Service Reports (QSR) submitted to Department of Developmental and Mental Health Services (DDMHS) by community providers.

Analysis: Clients served in CRT and adult outpatient programs were identified as receiving only one or more than one service event each and in each fiscal year. The proportion who received only one service were calculated for each clinic for each of the three fiscal years.

Results: During this time period, there was a substantial difference between CRT and Adult Mental Health Outpatient programs in the proportion of people who received only one service. CRT programs average 9% or 10% receiving only one service while Adult Mental Health Outpatient programs averaged 24% or 25%. There was also substantial variation among providers. The proportion of people receiving only 1 service in CRT programs during FY1996 varied from 3% at United Counseling Service to 16% at Clara Martin Center. The proportion of people receiving only one service in Adult Mental Health Outpatient programs varied from 13% at United Counseling Service to 36% at Franklin-Grand Isle.

Next Questions: Do these rates vary among age, gender, ethnicity, language groups?

Clients Served by CRT and Adult Outpatient Programs Receiving Only One Service



Clients Served by CRT and Adult Outpatient Programs Receiving Only One Service

Community Rehabilitation and Treatment Programs

Community Provider	FY1994			FY1995			FY1996		
	Clients Served by CRT Programs	Clients Receiving Only One Service Event		Clients Served by CRT Programs	Clients Receiving Only One Service Event		Clients Served by CRT Programs	Clients Receiving Only One Service Event	
CSAC	161	7	4%	172	18	10%	171	13	8%
FGI	258	32	12%	295	29	10%	286	31	11%
HCHS	659	53	8%	699	51	7%	702	45	6%
LCMHS	158	13	8%	148	8	5%	144	6	4%
HCRS	481	59	12%	475	48	10%	548	62	11%
NEK	583	73	13%	619	77	12%	608	82	13%
CMC	105	17	16%	142	18	13%	161	26	16%
RACS	331	33	10%	352	44	13%	380	30	8%
UCS	215	8	4%	238	13	5%	229	7	3%
WCMHS	697	52	7%	637	30	5%	743	71	10%
Total	3,648	347	10%	3,777	336	9%	3,972	373	9%

Adult Mental Health Outpatient Programs

Community Provider	FY1994			FY1995			FY1996		
	Clients Served by Adult Outpatient Programs	Clients Receiving Only One Service Event		Clients Served by Adult Outpatient Programs	Clients Receiving Only One Service Event		Clients Served by Adult Outpatient Programs	Clients Receiving Only One Service Event	
CSAC	692	142	21%	730	153	21%	597	137	23%
FGI	739	219	30%	716	272	38%	717	257	36%
HCHS	627	141	22%	864	222	26%	891	219	25%
LCMHS	297	65	22%	242	48	20%	269	71	26%
HCRS	1,621	436	27%	1,640	420	26%	1,743	458	26%
NEK	754	190	25%	813	188	23%	814	186	23%
CMC	383	76	20%	219	57	26%	295	70	24%
RACS	567	141	25%	582	164	28%	673	166	25%
UCS	436	67	15%	465	83	18%	582	73	13%
WCMHS	624	154	25%	683	149	22%	747	193	26%
Total	6,740	1,631	24%	6,954	1,756	25%	7,328	1,830	25%